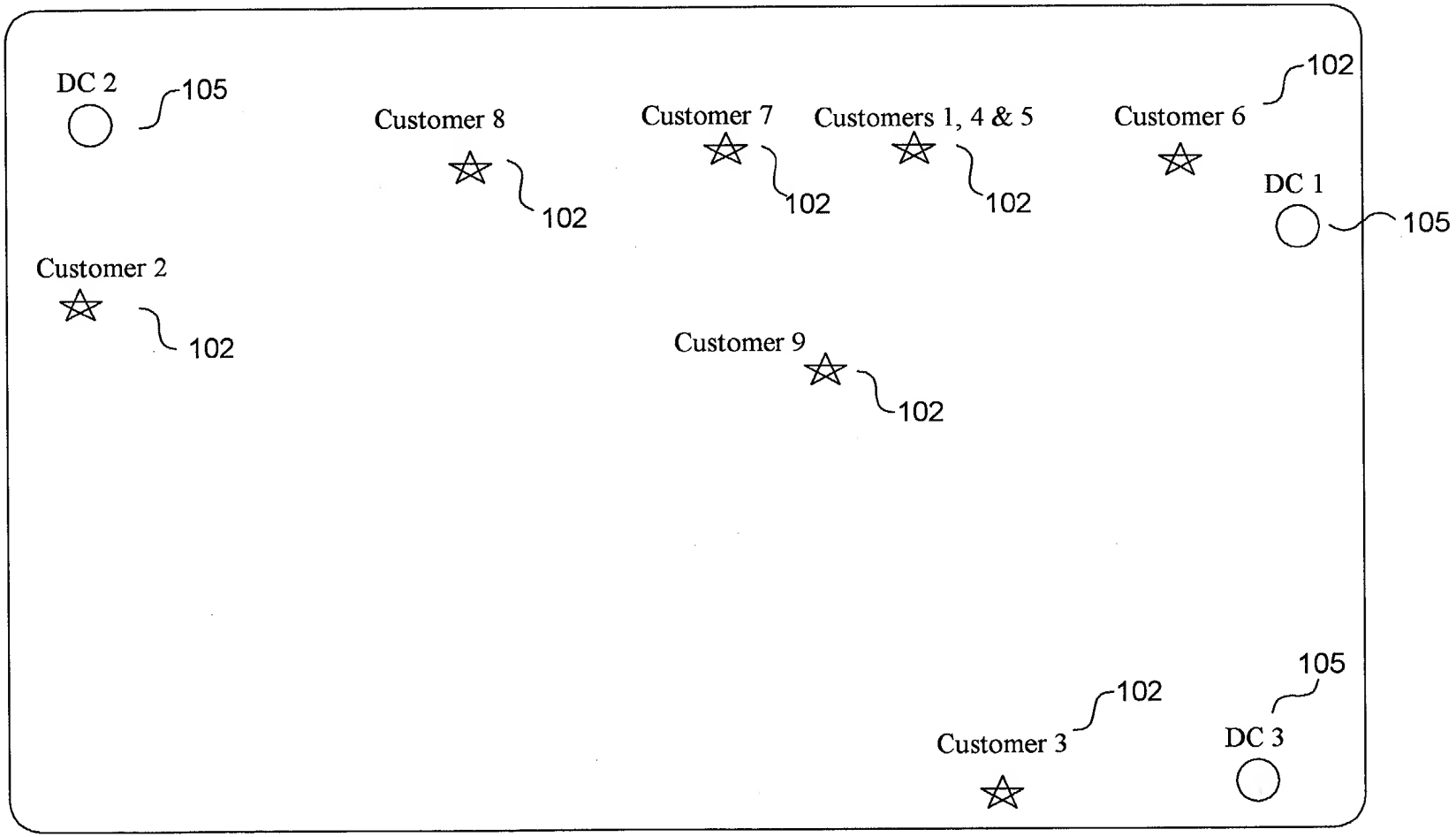

DC 2
105
Customer 8
102
Customer 7
102
Customers 1, 4 & 5
102
Customer 6
102
DC 1
105
Customer 2
102
Customer 9
102
Customer 3
102
105
DC 3

Fig. 1A

Example Direct Shipping Cost Database (cost per 5 lbs.)

		112a	*112b*	*112c*		*112d*
		Distribution Center ("DC") 1	**DC 2**	**DC 3**		**DC N**
111a	**0-5 miles, courier**	$10.00	-	-	...	-
111b	**0-150 miles, domestic ground**	$2.25	$2.00	$2.00		$2.00
111c	**150-1000 miles, domestic ground**	$3.00	$2.50	$2.50		$3.00
111d	**1000-2500 miles, domestic ground**	$4.00	$3.50	$3.50		$4.50
111e	**2500+ miles, domestic ground**	$5.00	$4.50	$4.50		$6.00
111f	**0-3000 miles, domestic next day air**	$8.50	$8.50	$8.50		$8.00
111g	**3000+ miles, domestic next day air**	$12.00	$12.00	$12.00		$11.00
111h	**0-3000 miles, foreign air**	-	$19.00	$19.00		$20.00
		⋮				

Fig. 1B

Example Direct Labor Cost Database

		116a	*116b*	*116c*		*116d*
		DC 1, Processing Lane 1	**DC 1, Processing Lane 2**	**DC 2, Processing Lane 1**		**DC N, Processing Lane M**
115a	**Order Type 1**	$0.50	$0.50	$0.75	...	-
115b	**Order Type 2**	-	$0.75	$0.75		-
115c	**Order Type 3**	$1.00	-	$0.75		-
		⋮				
115d	**Giftwrapping**	-	$2.00	-		$2.00
		⋮				

Fig. 1C

Example Direct Packing Material Cost Database

		120a	*120b*		*120c*
		DC 1	**DC 2**		**DC N**
119a	**Order Type 1**	$0.50	$0.50	...	$0.50
119b	**Order Type 2**	$0.20	$0.25		-
		⋮			

Fig. 1D

Page 5 of 24 - 20050234-US-NP

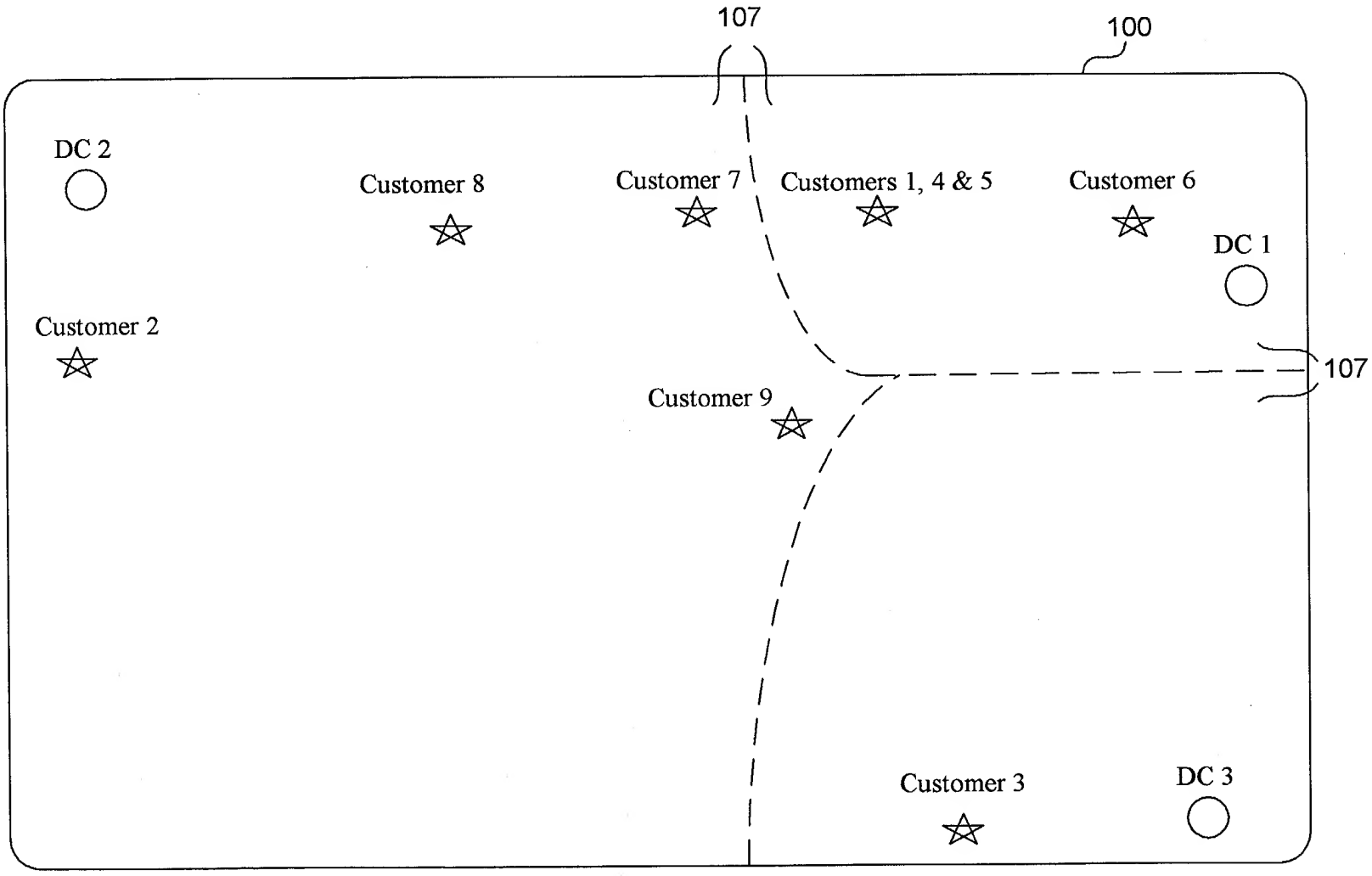

107
100
DC 2
Customer 8
Customer 7
Customers 1, 4 & 5
Customer 6
DC 1
Customer 2
107
Customer 9
Customer 3
DC 3

Fig. 1E

Example Estimated Customer Goodwill Cost From Expected Delivery Date Deviation Database

		124a Customer 1	*124b* Customer 2	*124c* Customer 3	
	⋮				
123a	**1 day early**	$-5.00	-	$-1.00	...
123b	**on-time**	-	-	$-0.50	
123c	**1 day late**	$2.00	$2.00	$1.00	
123d	**2 days late**	$5.00	$2.50	$1.00	
123e	**3 days late**	$10.00	$3.00	$2.00	
123f	**4 days late**	$25.00	$5.00	$1.75	
	⋮				

Fig. 1F

Example Estimated Customer Goodwill Cost From Expected Order Split Deviation Database

		128a Customer 1	*128b* Customer 2	*128c* Customer 3	
	⋮				
127a	**1 less order split**	$-2.50	-	$-0.25	...
127b	**expected # of order splits**	-	-	$-0.10	
127c	**1 more order split**	$0.50	$0.50	$0.25	
127d	**2 more order splits**	$1.25	$0.65	$0.25	
127e	**3 more order splits**	$2.50	$0.75	$0.50	
127f	**4 more order splits**	$6.25	$1.25	$0.40	
	⋮				

Fig. 1G

Example New Order Optimal Allocation Database

		132a	132b	132c		132d
		DC 1, Processing Lane 1	**DC 1, Processing Lane 2**	**DC 2, Processing Lane 1**		**DC N, Processing Lane M**
		⋮				
131a	**7am-8am EST Order Type 1**	25	15	60	...	-
131b	**7am-8am EST Order Type 2**	-	30	10		-
		⋮				
131c	**8am-9am EST Order Type 1**	25	25	50		-
131d	**8am-9am EST Order Type 2**	-	30	20		-
		⋮				

Fig. 1H

Example New Order Actual Allocation Differential

		136a	136b	136c		136d
		DC 1, Processing Lane 1	**DC 1, Processing Lane 2**	**DC 2, Processing Lane 1**		**DC N, Processing Lane M**
		⋮				
135a	**7am-8am EST Order Type 1**	-	+30	-5	...	-
135b	**7am-8am EST Order Type 2**	-	+5	-5		-
		⋮				

Fig. 1I

Example New Order Allocation Adjustment Formula

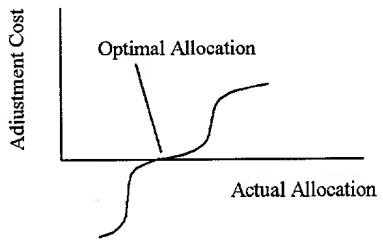


Fig. 1J

Example Order Fulfillment Plan Option Comparison (for order by Customer 1 of Type 2 with 2 items)

		140a Direct Shipping Cost	*140b* Direct Labor Cost	*140c* Direct Packing Material Cost	*140d* Delivery Date Customer Goodwill Cost	*140e* Order Split Customer Goodwill Cost	*140f* Allocation Adjustment Cost		*140z* Total Cost
139a	**both items from DC 1, Processing Lane 2; standard shipping**	$3.00	$0.75	$0.20	-	-	$0.25	...	$4.20
139b	**both items from DC 2, Processing Lane 1; standard shipping**	$3.50	$0.75	$0.25	-	-	-$1.00		$3.50
139c	**item 1 from DC 1, Processing Lane 2; and item 2 from DC 2, Processing Lane 1; standard shipping**	$6.50	$1.50	$0.45	-	$0.50	-$0.35		$8.60
	⋮								
139d	**both items from DC 1, Processing Lane 2; Next Day Air shipping**	$8.50	$0.75	$0.20	-$5.00	-	$0.25		$4.70
	⋮								

Fig. 1K

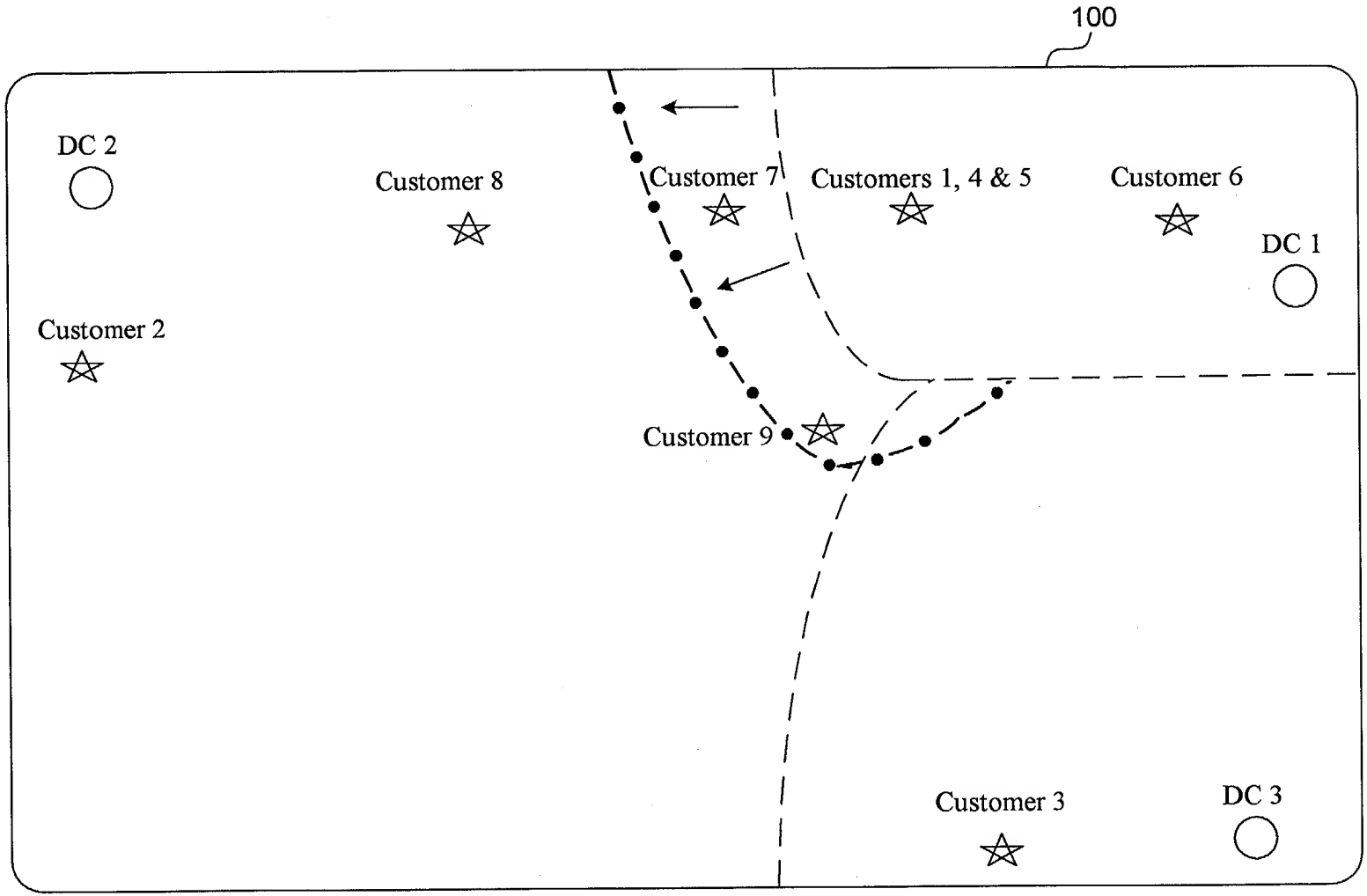
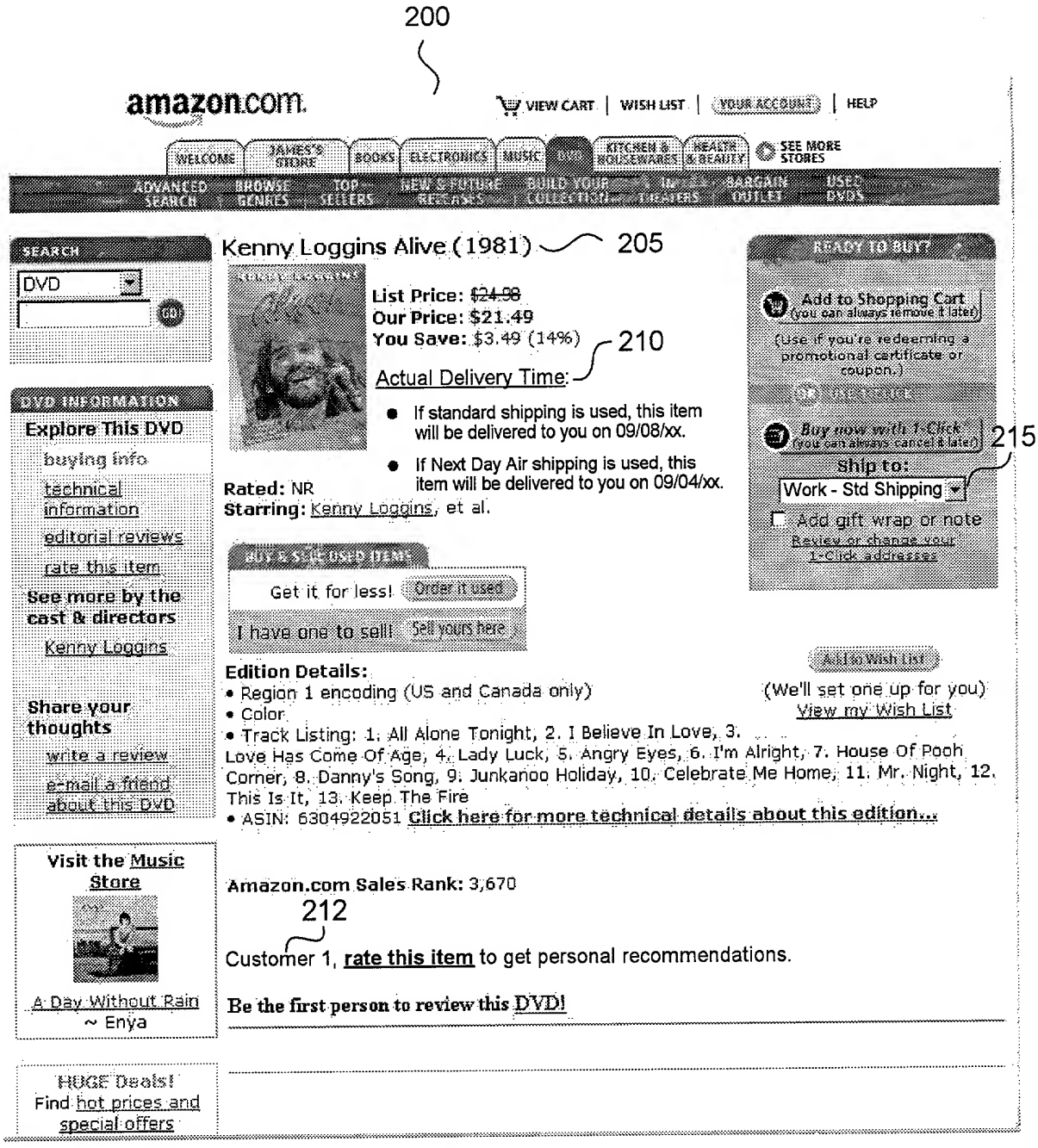

100
DC 2
Customer 8
Customer 7
Customers 1, 4 & 5
Customer 6
DC 1
Customer 2
Customer 9
Customer 3
DC 3

Fig. 1L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rate this item
See more by the cast & directors
Kenny Loggins
Share your thoughts
write a review
e-mail a friend about this DVD
Visit the Music Store
A Day Without Rain
~ Enya
HUGE Deals!
Find hot prices and special offers
Kenny Loggins Alive (1981)
205
List Price: $24.98
Our Price: $21.49
You Save: $3.49 (14%)
210
Actual Delivery Time:
If standard shipping is used, this item will be delivered to you on 09/08/xx.
If Next Day Air shipping is used, this item will be delivered to you on 09/04/xx.
Rated: NR
Starring: Kenny Loggins, et al.
BUY & SELL USED ITEMS
Get it for less! Order it used
I have one to sell! Sell yours here
READY TO BUY?
Add to Shopping Cart (you can always remove it later)
(Use if you're redeeming a promotional certificate or coupon.)
OR
Buy now with 1-Click (you can always cancel it later)
215
Ship to:
Work - Std Shipping
Add gift wrap or note
Review or change your 1-Click addresses
Add to Wish List
(We'll set one up for you)
View my Wish List
Edition Details:
• Region 1 encoding (US and Canada only)
• Color
• Track Listing: 1. All Alone Tonight, 2. I Believe In Love, 3. Love Has Come Of Age, 4. Lady Luck, 5. Angry Eyes, 6. I'm Alright, 7. House Of Pooh Corner, 8. Danny's Song, 9. Junkanoo Holiday, 10. Celebrate Me Home, 11. Mr. Night, 12. This Is It, 13. Keep The Fire
• ASIN: 6304922051 Click here for more technical details about this edition...
Amazon.com Sales Rank: 3,670
212
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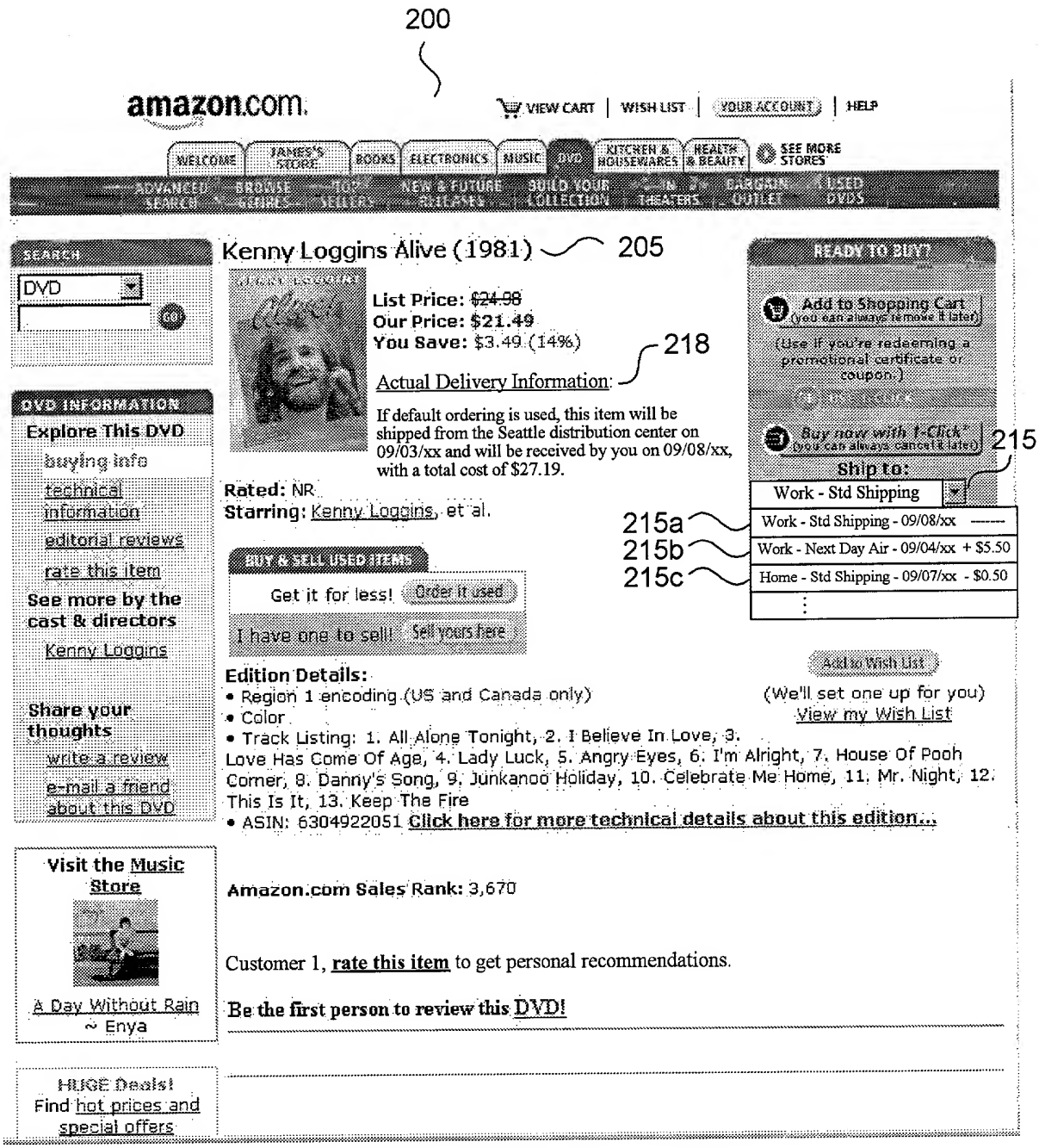
Fig. 2A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rate this item
See more by the cast & directors
Kenny Loggins
Share your thoughts
write a review
e-mail a friend about this DVD
Kenny Loggins Alive (1981)
205
List Price: $24.98
Our Price: $21.49
You Save: $3.49 (14%)
218
Actual Delivery Information:
If default ordering is used, this item will be shipped from the Seattle distribution center on 09/03/xx and will be received by you on 09/08/xx, with a total cost of $27.19.
Rated: NR
Starring: Kenny Loggins, et al.
BUY & SELL USED ITEMS
Get it for less! Order it used
I have one to sell! Sell yours here
READY TO BUY?
Add to Shopping Cart (you can always remove it later)
(Use if you're redeeming a promotional certificate or coupon.)
Buy now with 1-Click® (you can always cancel it later)
215
Ship to:
Work - Std Shipping
215a
Work - Std Shipping - 09/08/xx
215b
Work - Next Day Air - 09/04/xx + $5.50
215c
Home - Std Shipping - 09/07/xx - $0.50
Add to Wish List
(We'll set one up for you)
View my Wish List
Edition Details:
• Region 1 encoding (US and Canada only)
• Color
• Track Listing: 1. All Alone Tonight, 2. I Believe In Love, 3. Love Has Come Of Age, 4. Lady Luck, 5. Angry Eyes, 6. I'm Alright, 7. House Of Pooh Corner, 8. Danny's Song, 9. Junkanoo Holiday, 10. Celebrate Me Home, 11. Mr. Night, 12. This Is It, 13. Keep The Fire
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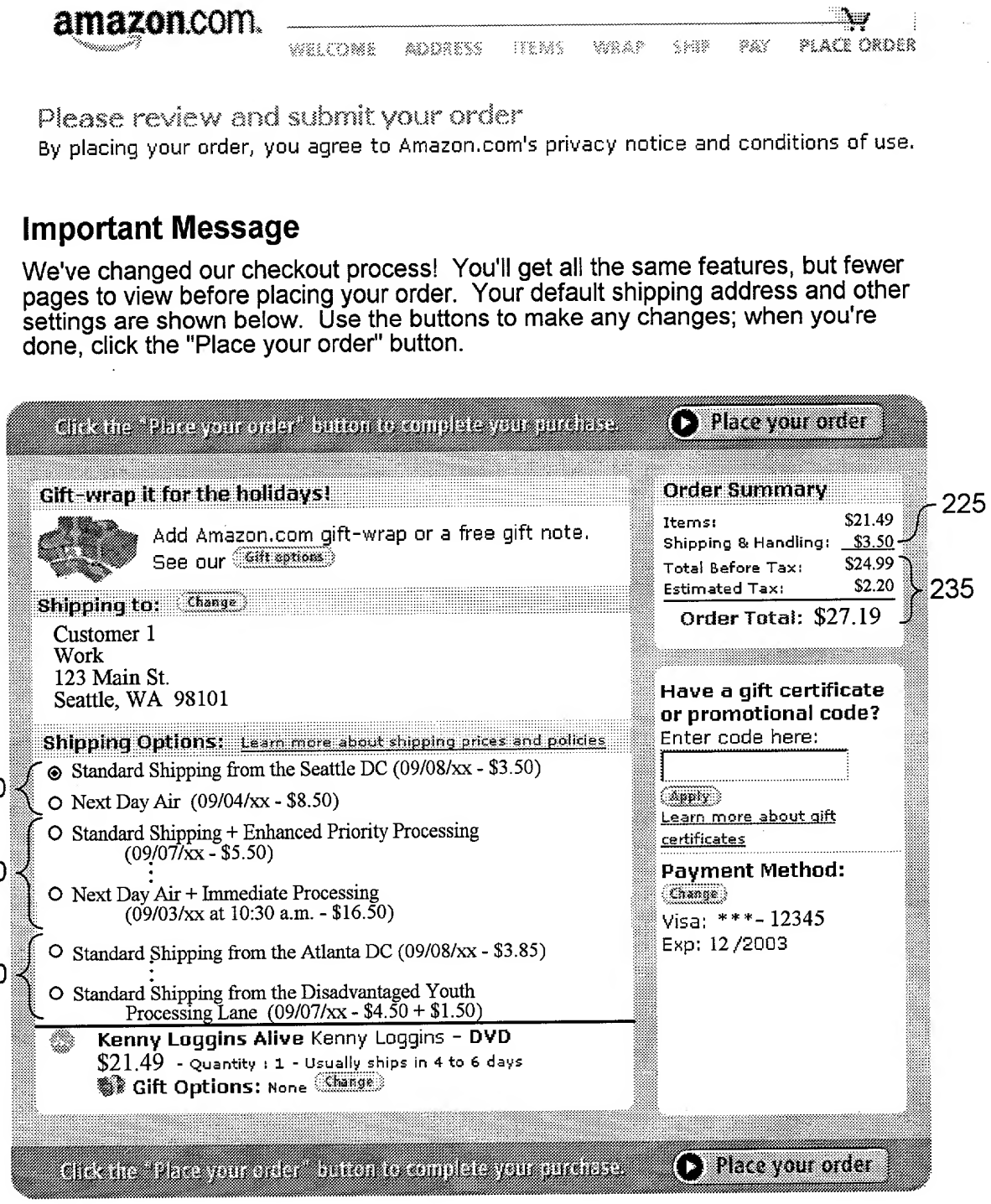
Fig. 2B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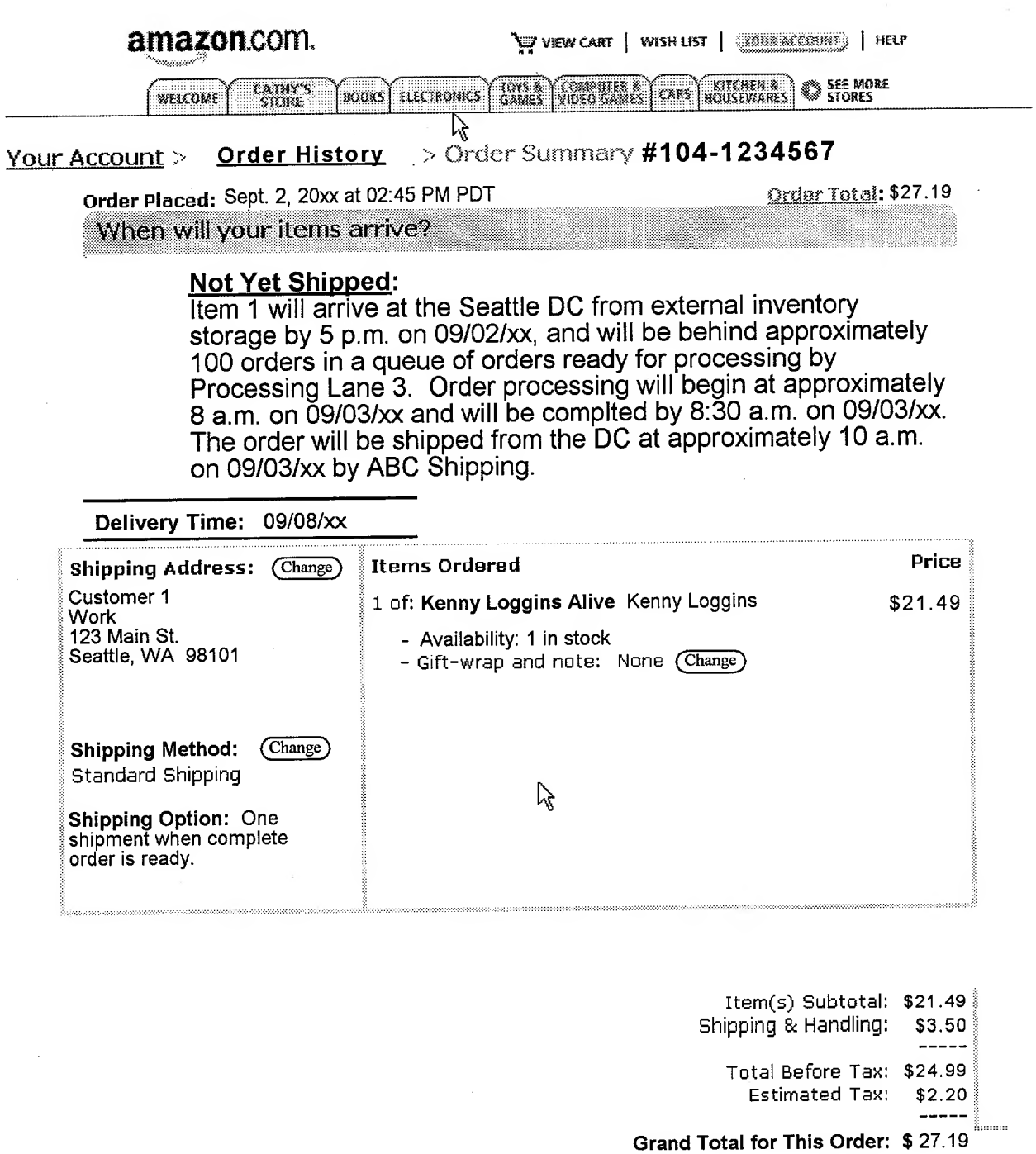
Please review and submit your order
By placing your order, you agree to Amazon.com's privacy notice and conditions of use.
Important Message
We've changed our checkout process! You'll get all the same features, but fewer pages to view before placing your order. Your default shipping address and other settings are shown below. Use the buttons to make any changes; when you're done, click the "Place your order" button.
Click the "Place your order" button to complete your purchase.
Place your order
Gift-wrap it for the holidays!
Add Amazon.com gift-wrap or a free gift note.
See our Gift options
Shipping to: Change
Customer 1
Work
123 Main St.
Seattle, WA 98101
Shipping Options: Learn more about shipping prices and policies
220
Standard Shipping from the Seattle DC (09/08/xx - $3.50)
Next Day Air (09/04/xx - $8.50)
230
Standard Shipping + Enhanced Priority Processing (09/07/xx - $5.50)
Next Day Air + Immediate Processing (09/03/xx at 10:30 a.m. - $16.50)
240
Standard Shipping from the Atlanta DC (09/08/xx - $3.85)
Standard Shipping from the Disadvantaged Youth Processing Lane (09/07/xx - $4.50 + $1.50)
Kenny Loggins Alive Kenny Loggins - DVD
$21.49 - Quantity : 1 - Usually ships in 4 to 6 days
Gift Options: None Change
Order Summary
225
Items: $21.49
Shipping & Handling: $3.50
Total Before Tax: $24.99
Estimated Tax: $2.20
235
Order Total: $27.19
Have a gift certificate or promotional code?
Enter code here:
Apply
Learn more about gift certificates
Payment Method:
Change
Visa: ***- 12345
Exp: 12 /2003
Click the "Place your order" button to complete your purchase.
Place your order

Fig. 2C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WELCOME
CATHY'S STORE
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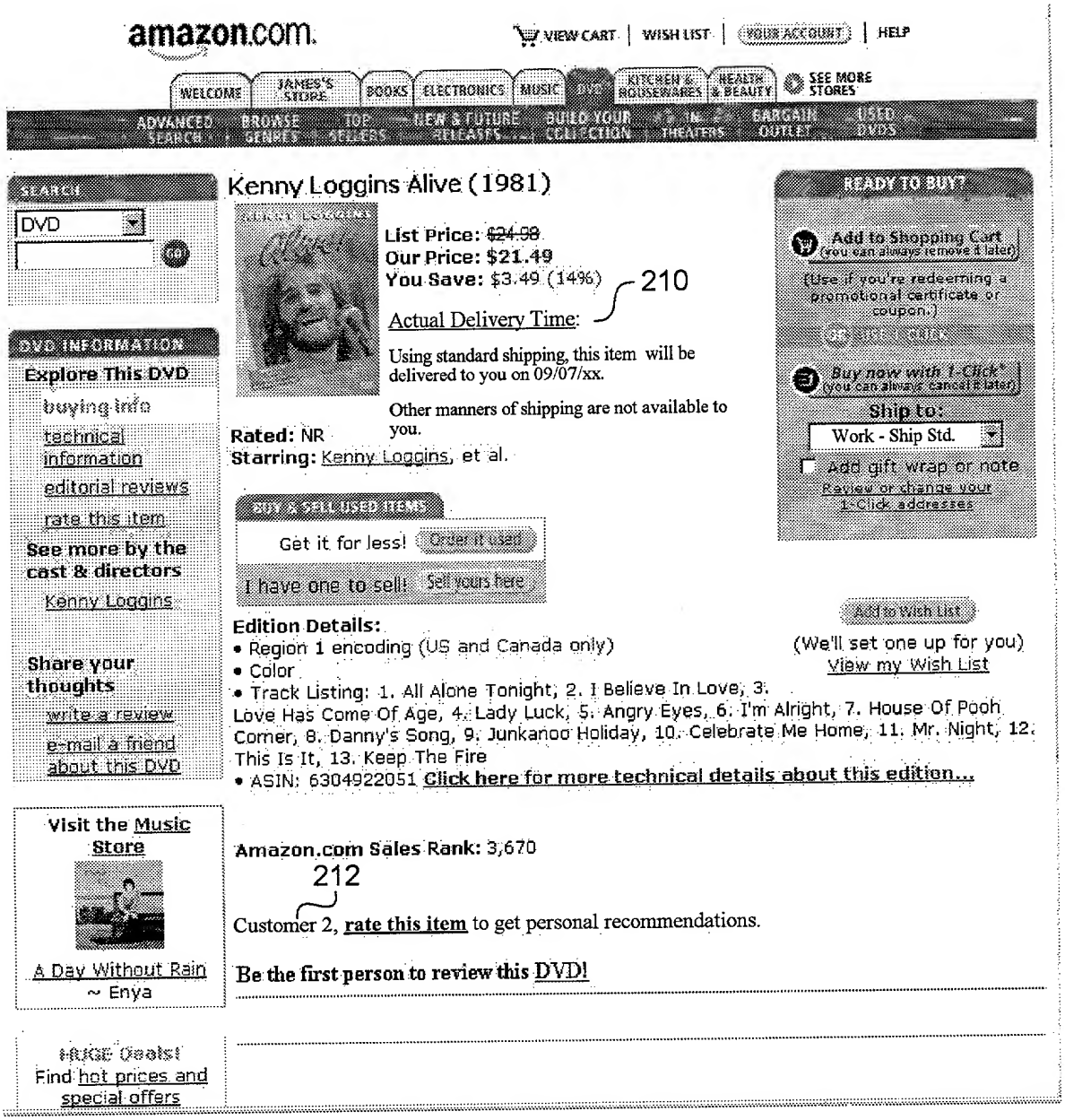
ELECTRONICS
TOYS & GAMES
COMPUTER & VIDEO GAMES
CARS
KITCHEN & HOUSEWARES
SEE MORE STORES
Your Account > Order History > Order Summary #104-1234567
Order Placed: Sept. 2, 20xx at 02:45 PM PDT
Order Total: $27.19
When will your items arrive?
Not Yet Shipped:
Item 1 will arrive at the Seattle DC from external inventory storage by 5 p.m. on 09/02/xx, and will be behind approximately 100 orders in a queue of orders ready for processing by Processing Lane 3. Order processing will begin at approximately 8 a.m. on 09/03/xx and will be complted by 8:30 a.m. on 09/03/xx. The order will be shipped from the DC at approximately 10 a.m. on 09/03/xx by ABC Shipping.
Delivery Time: 09/08/xx
Shipping Address: Change
Customer 1
Work
123 Main St.
Seattle, WA 98101
Shipping Method: Change
Standard Shipping
Shipping Option: One shipment when complete order is ready.
Items Ordered
Price
1 of: Kenny Loggins Alive Kenny Loggins
$21.49
- Availability: 1 in stock
- Gift-wrap and note: None Change
Item(s) Subtotal: $21.49
Shipping & Handling: $3.50
Total Before Tax: $24.99
Estimated Tax: $2.20
Grand Total for This Order: $ 27.19

Fig. 2D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Kenny Loggins Alive (1981)
List Price: $24.98
Our Price: $21.49
You Save: $3.49 (14%)
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Actual Delivery Time:
Using standard shipping, this item will be delivered to you on 09/07/xx.
Other manners of shipping are not available to you.
Rated: NR
Starring: Kenny Loggins, et al.
BUY & SELL USED ITEMS
Get it for less! Order it used
I have one to sell! Sell yours here
READY TO BUY?
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• ASIN: 6304922051 Click here for more technical details about this edition...
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Amazon.com Sales Rank: 3,670
212
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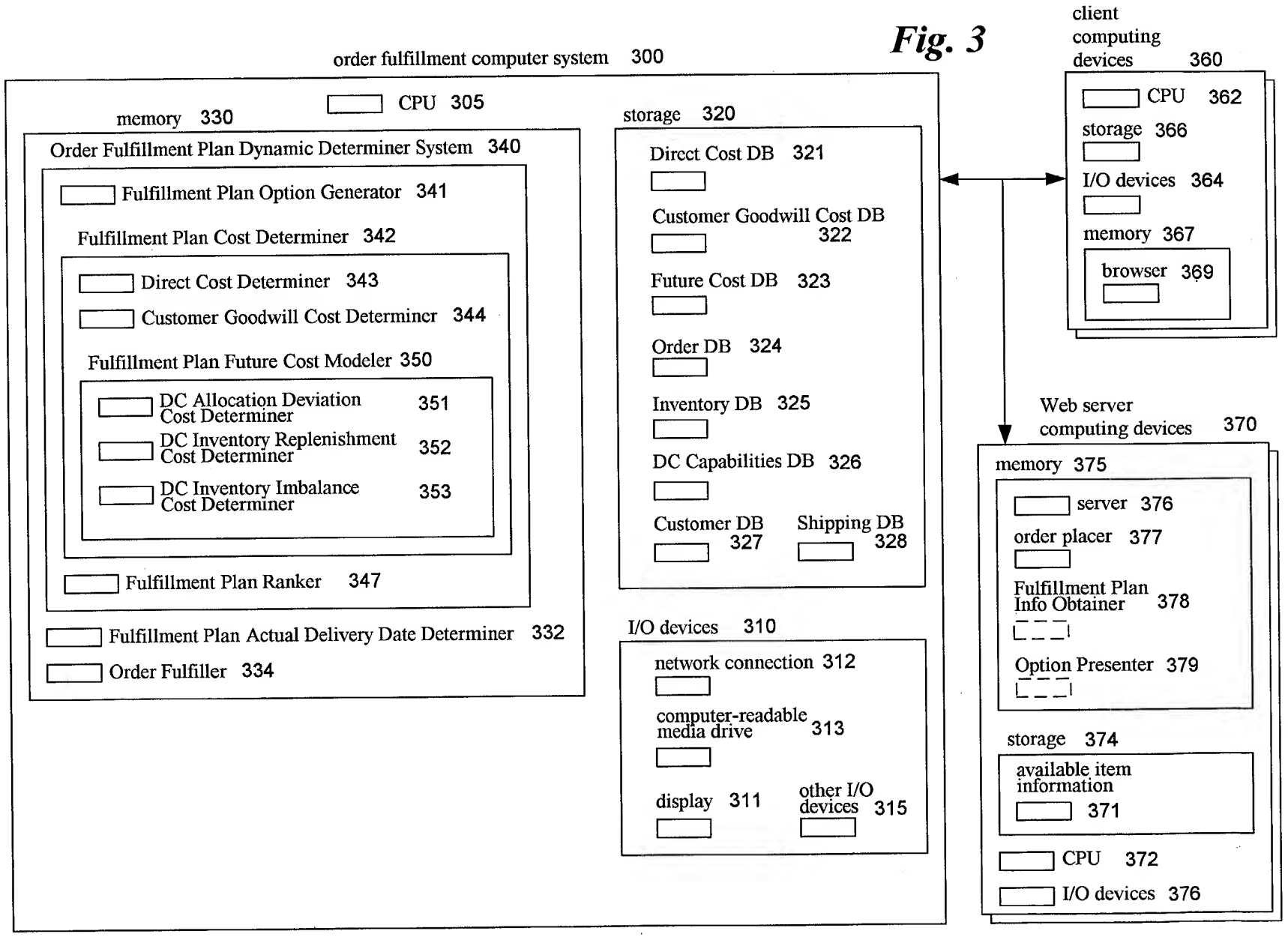
Fig. 2E

Fig. 3


order fulfillment computer system 300
CPU 305
memory 330
Order Fulfillment Plan Dynamic Determiner System 340
Fulfillment Plan Option Generator 341
Fulfillment Plan Cost Determiner 342
Direct Cost Determiner 343
Customer Goodwill Cost Determiner 344
Fulfillment Plan Future Cost Modeler 350
DC Allocation Deviation Cost Determiner 351
DC Inventory Replenishment Cost Determiner 352
DC Inventory Imbalance Cost Determiner 353
Fulfillment Plan Ranker 347
Fulfillment Plan Actual Delivery Date Determiner 332
Order Fulfiller 334
storage 320
Direct Cost DB 321
Customer Goodwill Cost DB 322
Future Cost DB 323
Order DB 324
Inventory DB 325
DC Capabilities DB 326
Customer DB 327
Shipping DB 328
I/O devices 310
network connection 312
computer-readable media drive 313
display 311
other I/O devices 315
client computing devices 360
CPU 362
storage 366
I/O devices 364
memory 367
browser 369
Web server computing devices 370
memory 375
server 376
order placer 377
Fulfillment Plan Info Obtainer 378
Option Presenter 379
storage 374
available item information 371
CPU 372
I/O devices 376

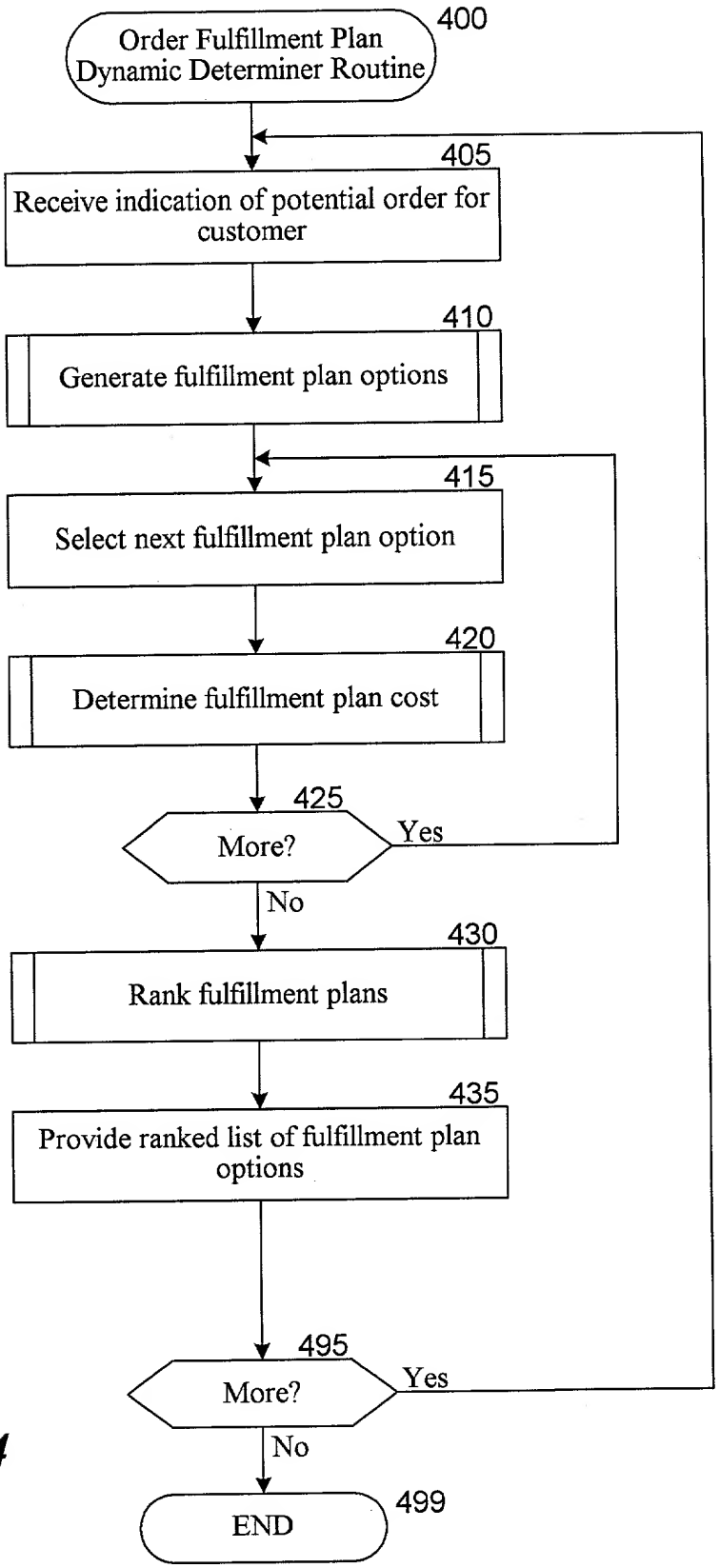

Order Fulfillment Plan Dynamic Determiner Routine
400
405
Receive indication of potential order for customer
410
Generate fulfillment plan options
415
Select next fulfillment plan option
420
Determine fulfillment plan cost
425
More?
Yes
No
430
Rank fulfillment plans
435
Provide ranked list of fulfillment plan options
495
More?
Yes
No
END
499

Fig. 4

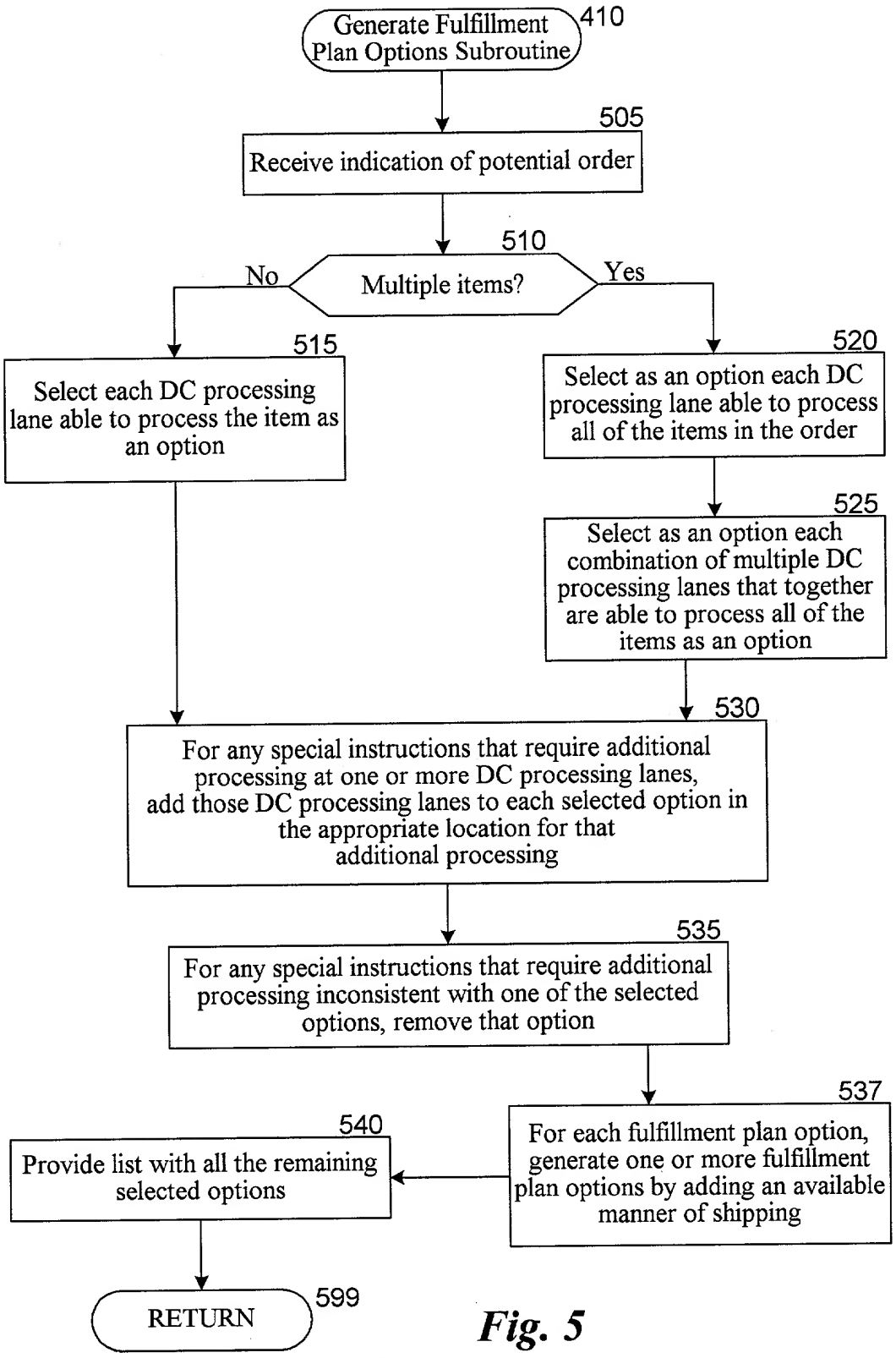

Generate Fulfillment Plan Options Subroutine
410
505
Receive indication of potential order
510
Multiple items?
No
Yes
515
Select each DC processing lane able to process the item as an option
520
Select as an option each DC processing lane able to process all of the items in the order
525
Select as an option each combination of multiple DC processing lanes that together are able to process all of the items as an option
530
For any special instructions that require additional processing at one or more DC processing lanes, add those DC processing lanes to each selected option in the appropriate location for that additional processing
535
For any special instructions that require additional processing inconsistent with one of the selected options, remove that option
537
For each fulfillment plan option, generate one or more fulfillment plan options by adding an available manner of shipping
540
Provide list with all the remaining selected options
599
RETURN

Fig. 5

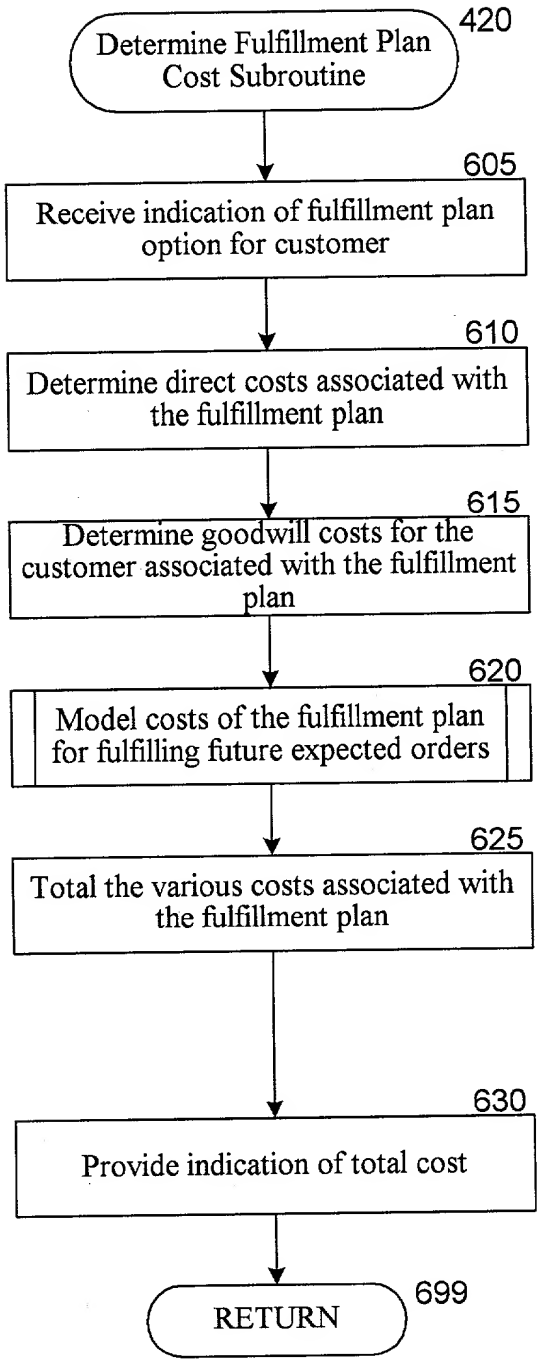

Determine Fulfillment Plan Cost Subroutine
420
605
Receive indication of fulfillment plan option for customer
610
Determine direct costs associated with the fulfillment plan
615
Determine goodwill costs for the customer associated with the fulfillment plan
620
Model costs of the fulfillment plan for fulfilling future expected orders
625
Total the various costs associated with the fulfillment plan
630
Provide indication of total cost
RETURN
699

Fig. 6

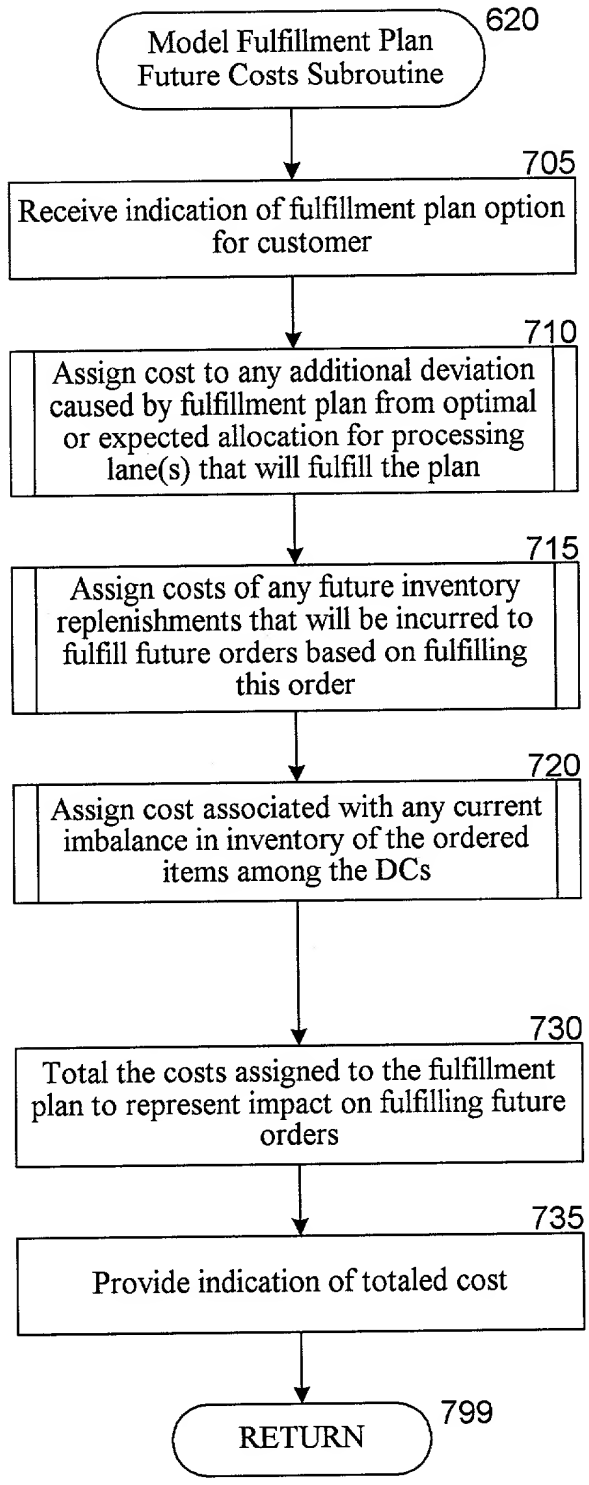

Model Fulfillment Plan Future Costs Subroutine
620
705
Receive indication of fulfillment plan option for customer
710
Assign cost to any additional deviation caused by fulfillment plan from optimal or expected allocation for processing lane(s) that will fulfill the plan
715
Assign costs of any future inventory replenishments that will be incurred to fulfill future orders based on fulfilling this order
720
Assign cost associated with any current imbalance in inventory of the ordered items among the DCs
730
Total the costs assigned to the fulfillment plan to represent impact on fulfilling future orders
735
Provide indication of totaled cost
RETURN
799

Fig. 7

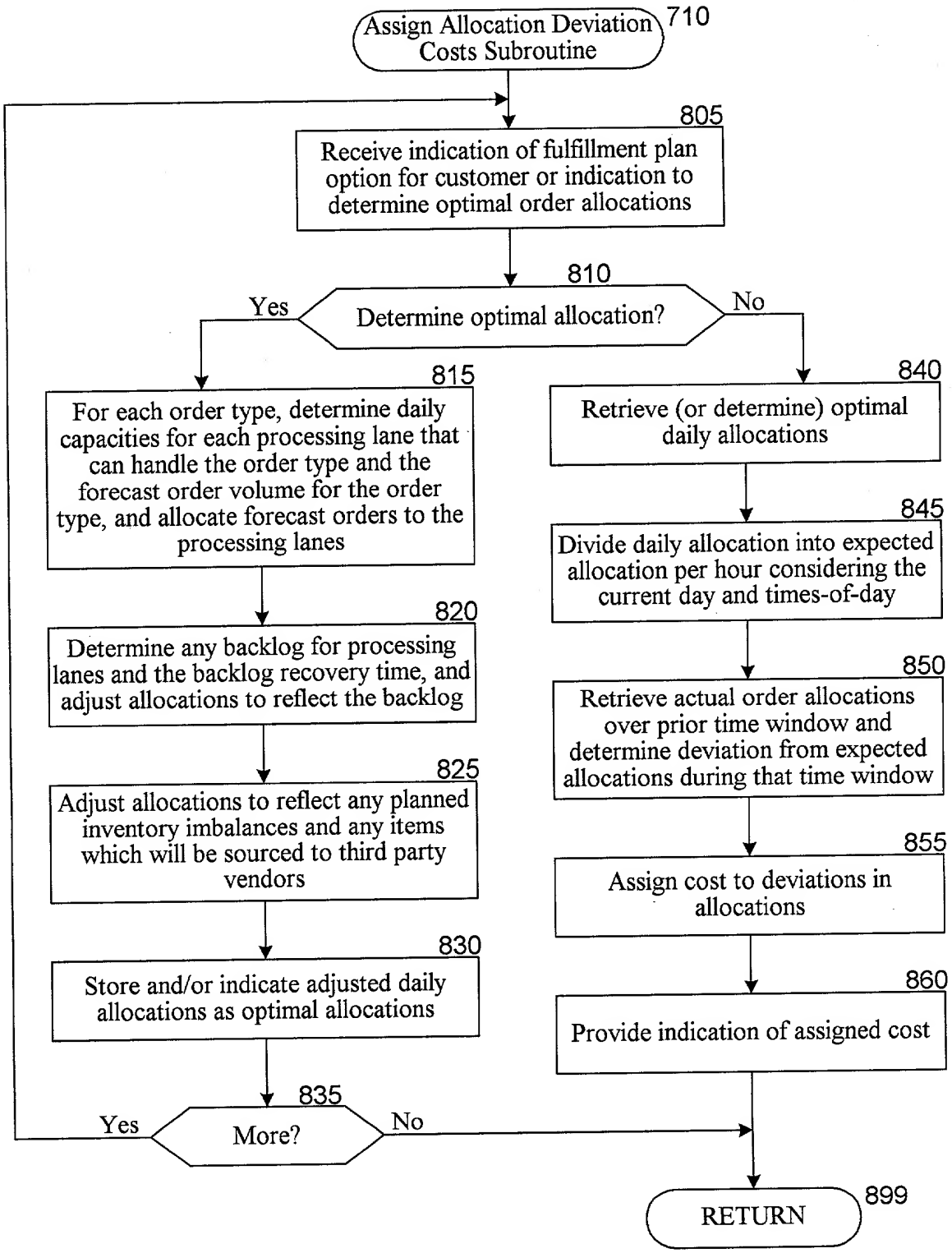

Assign Allocation Deviation Costs Subroutine
710
805
Receive indication of fulfillment plan option for customer or indication to determine optimal order allocations
810
Determine optimal allocation?
Yes
No
815
For each order type, determine daily capacities for each processing lane that can handle the order type and the forecast order volume for the order type, and allocate forecast orders to the processing lanes
820
Determine any backlog for processing lanes and the backlog recovery time, and adjust allocations to reflect the backlog
825
Adjust allocations to reflect any planned inventory imbalances and any items which will be sourced to third party vendors
830
Store and/or indicate adjusted daily allocations as optimal allocations
835
More?
Yes
No
840
Retrieve (or determine) optimal daily allocations
845
Divide daily allocation into expected allocation per hour considering the current day and times-of-day
850
Retrieve actual order allocations over prior time window and determine deviation from expected allocations during that time window
855
Assign cost to deviations in allocations
860
Provide indication of assigned cost
899
RETURN

Fig. 8

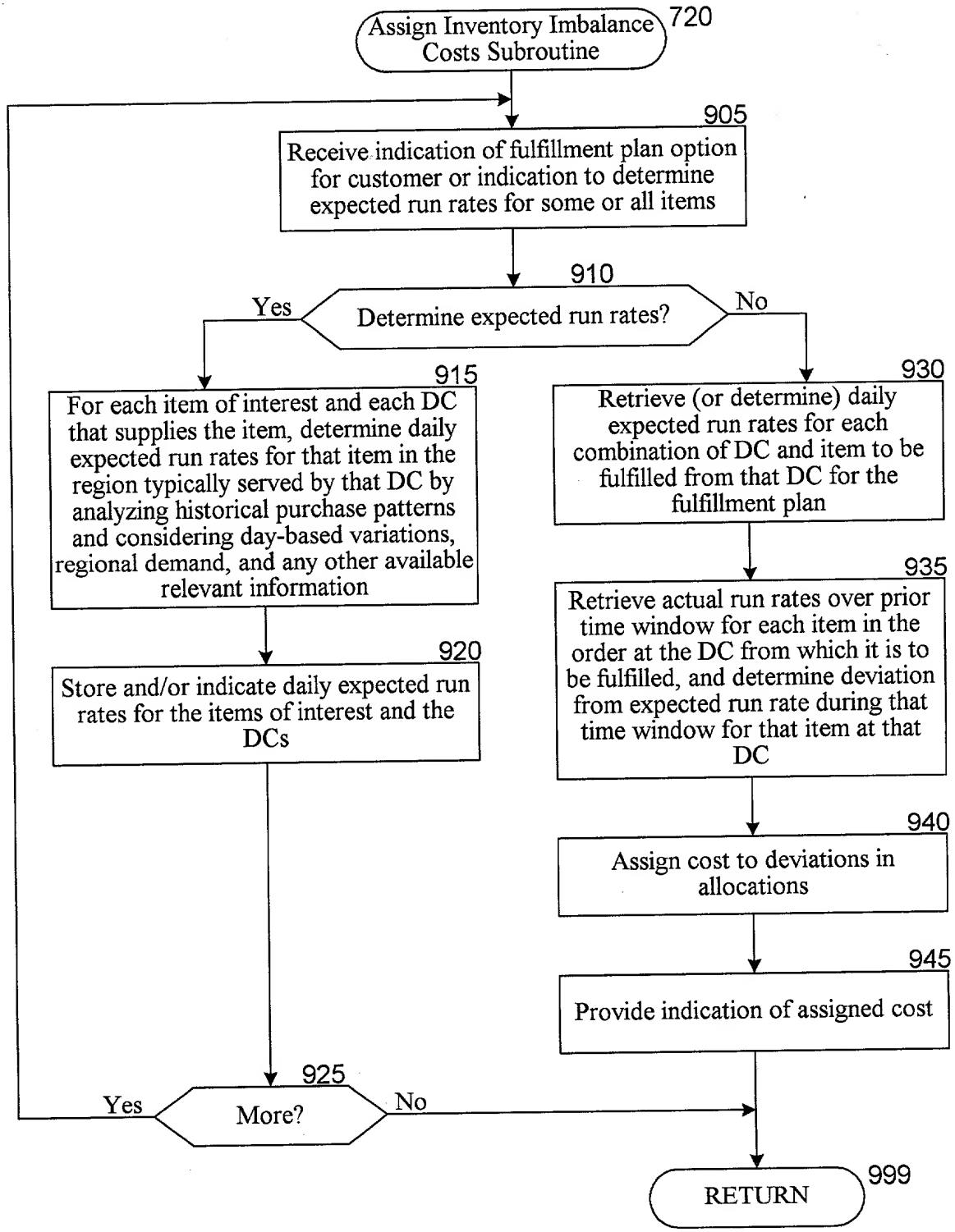

Assign Inventory Imbalance Costs Subroutine
720
905
Receive indication of fulfillment plan option for customer or indication to determine expected run rates for some or all items
910
Yes
Determine expected run rates?
No
915
For each item of interest and each DC that supplies the item, determine daily expected run rates for that item in the region typically served by that DC by analyzing historical purchase patterns and considering day-based variations, regional demand, and any other available relevant information
920
Store and/or indicate daily expected run rates for the items of interest and the DCs
930
Retrieve (or determine) daily expected run rates for each combination of DC and item to be fulfilled from that DC for the fulfillment plan
935
Retrieve actual run rates over prior time window for each item in the order at the DC from which it is to be fulfilled, and determine deviation from expected run rate during that time window for that item at that DC
940
Assign cost to deviations in allocations
945
Provide indication of assigned cost
925
Yes
More?
No
RETURN
999

Fig. 9

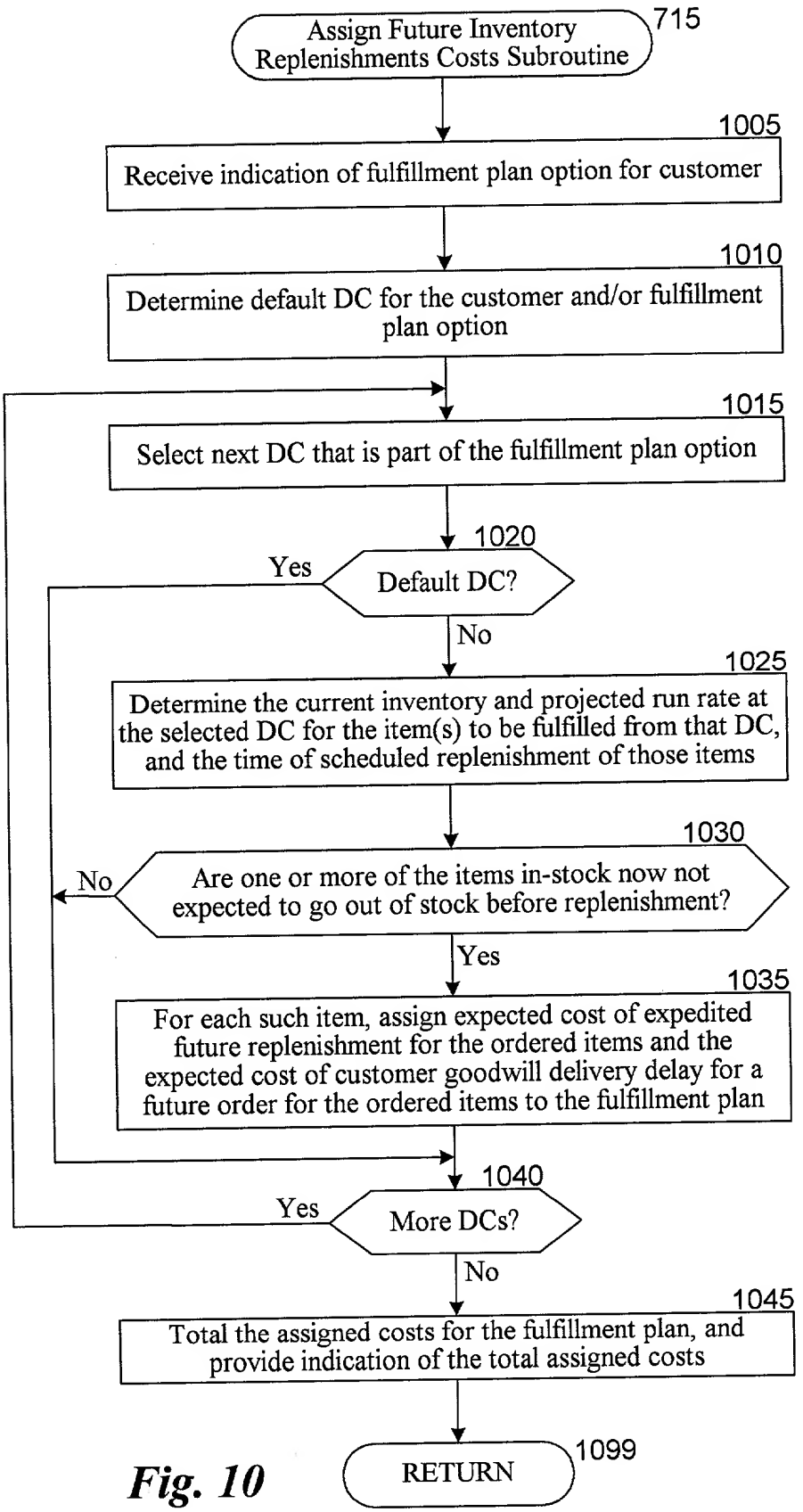

Assign Future Inventory Replenishments Costs Subroutine
715
1005
Receive indication of fulfillment plan option for customer
1010
Determine default DC for the customer and/or fulfillment plan option
1015
Select next DC that is part of the fulfillment plan option
1020
Default DC?
Yes
No
1025
Determine the current inventory and projected run rate at the selected DC for the item(s) to be fulfilled from that DC, and the time of scheduled replenishment of those items
1030
Are one or more of the items in-stock now not expected to go out of stock before replenishment?
No
Yes
1035
For each such item, assign expected cost of expedited future replenishment for the ordered items and the expected cost of customer goodwill delivery delay for a future order for the ordered items to the fulfillment plan
1040
More DCs?
Yes
No
1045
Total the assigned costs for the fulfillment plan, and provide indication of the total assigned costs
RETURN
1099

Fig. 10

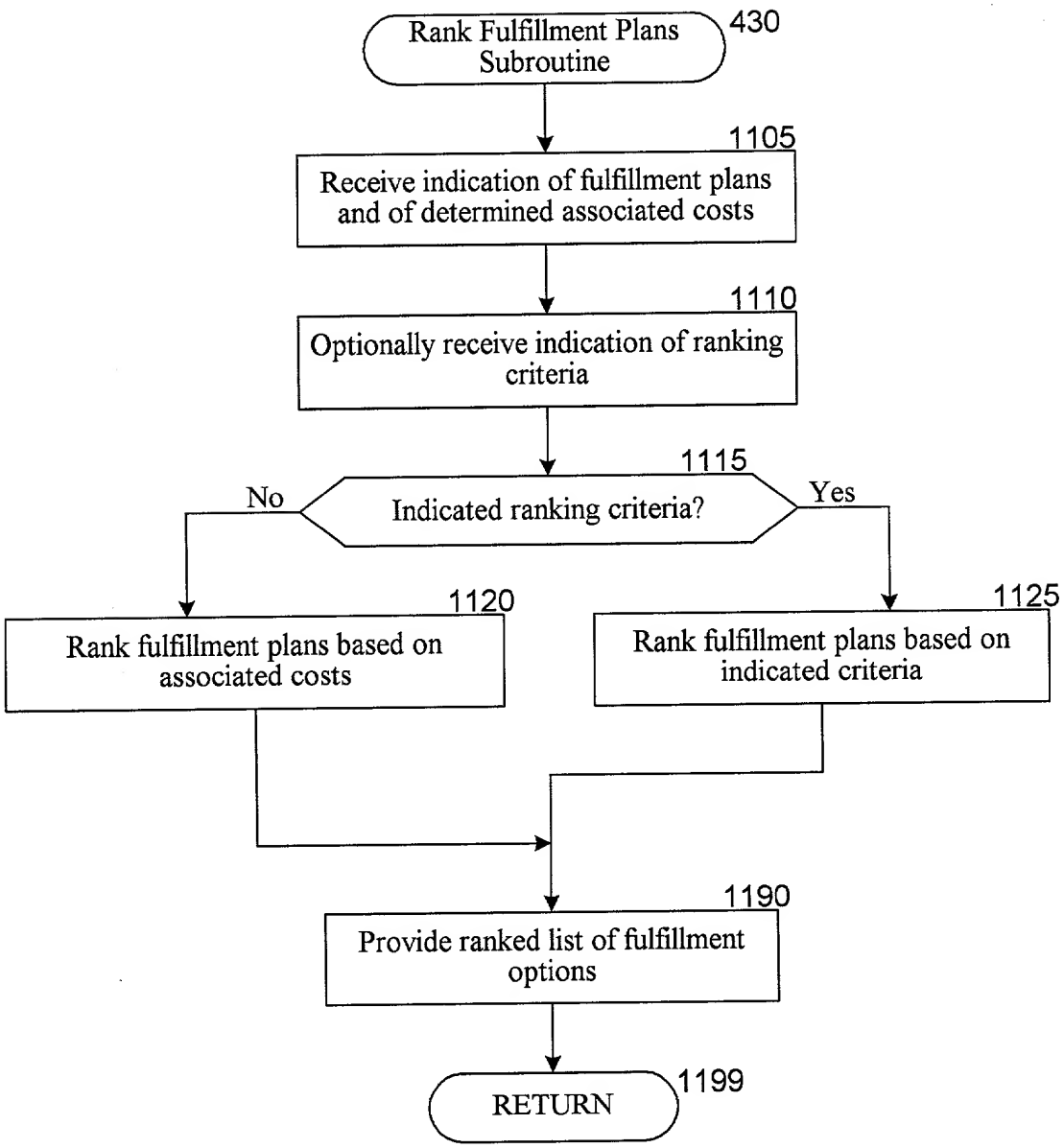

Rank Fulfillment Plans Subroutine
430
1105
Receive indication of fulfillment plans and of determined associated costs
1110
Optionally receive indication of ranking criteria
1115
No
Indicated ranking criteria?
Yes
1120
Rank fulfillment plans based on associated costs
1125
Rank fulfillment plans based on indicated criteria
1190
Provide ranked list of fulfillment options
RETURN
1199

Fig. 11

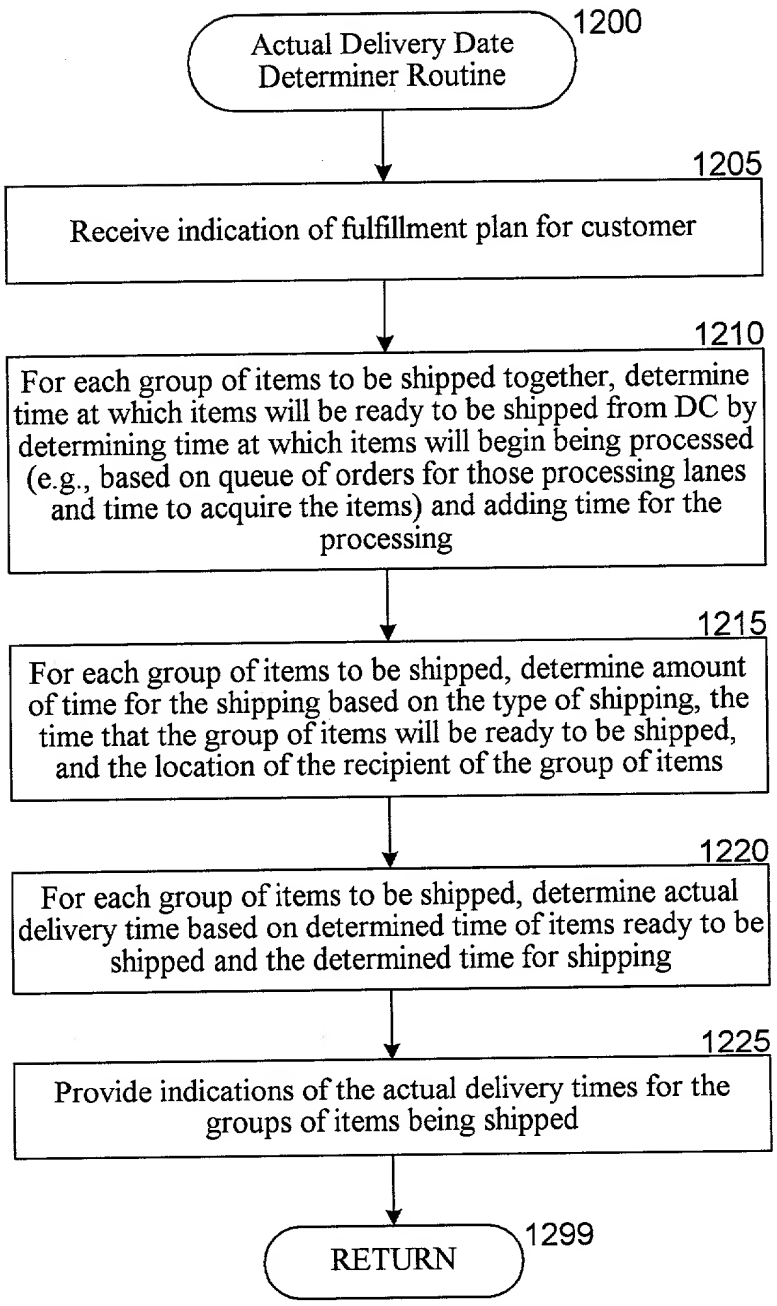

Actual Delivery Date Determiner Routine
1200
1205
Receive indication of fulfillment plan for customer
1210
For each group of items to be shipped together, determine time at which items will be ready to be shipped from DC by determining time at which items will begin being processed (e.g., based on queue of orders for those processing lanes and time to acquire the items) and adding time for the processing
1215
For each group of items to be shipped, determine amount of time for the shipping based on the type of shipping, the time that the group of items will be ready to be shipped, and the location of the recipient of the group of items
1220
For each group of items to be shipped, determine actual delivery time based on determined time of items ready to be shipped and the determined time for shipping
1225
Provide indications of the actual delivery times for the groups of items being shipped
RETURN
1299

Fig. 12

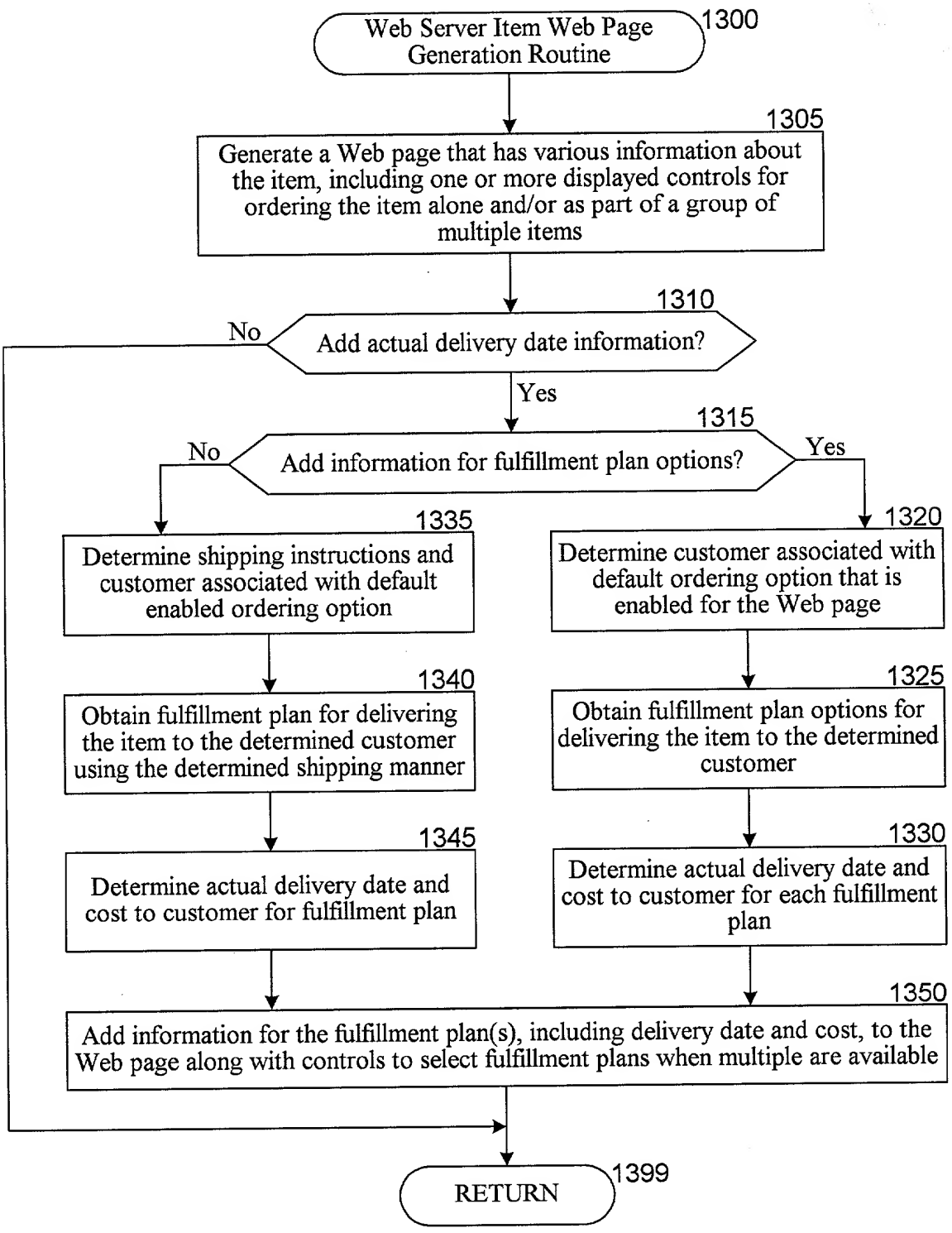

Web Server Item Web Page Generation Routine
1300
1305
Generate a Web page that has various information about the item, including one or more displayed controls for ordering the item alone and/or as part of a group of multiple items
1310
No
Add actual delivery date information?
Yes
1315
No
Add information for fulfillment plan options?
Yes
1335
Determine shipping instructions and customer associated with default enabled ordering option
1320
Determine customer associated with default ordering option that is enabled for the Web page
1340
Obtain fulfillment plan for delivering the item to the determined customer using the determined shipping manner
1325
Obtain fulfillment plan options for delivering the item to the determined customer
1345
Determine actual delivery date and cost to customer for fulfillment plan
1330
Determine actual delivery date and cost to customer for each fulfillment plan
1350
Add information for the fulfillment plan(s), including delivery date and cost, to the Web page along with controls to select fulfillment plans when multiple are available
RETURN
1399

Fig. 13

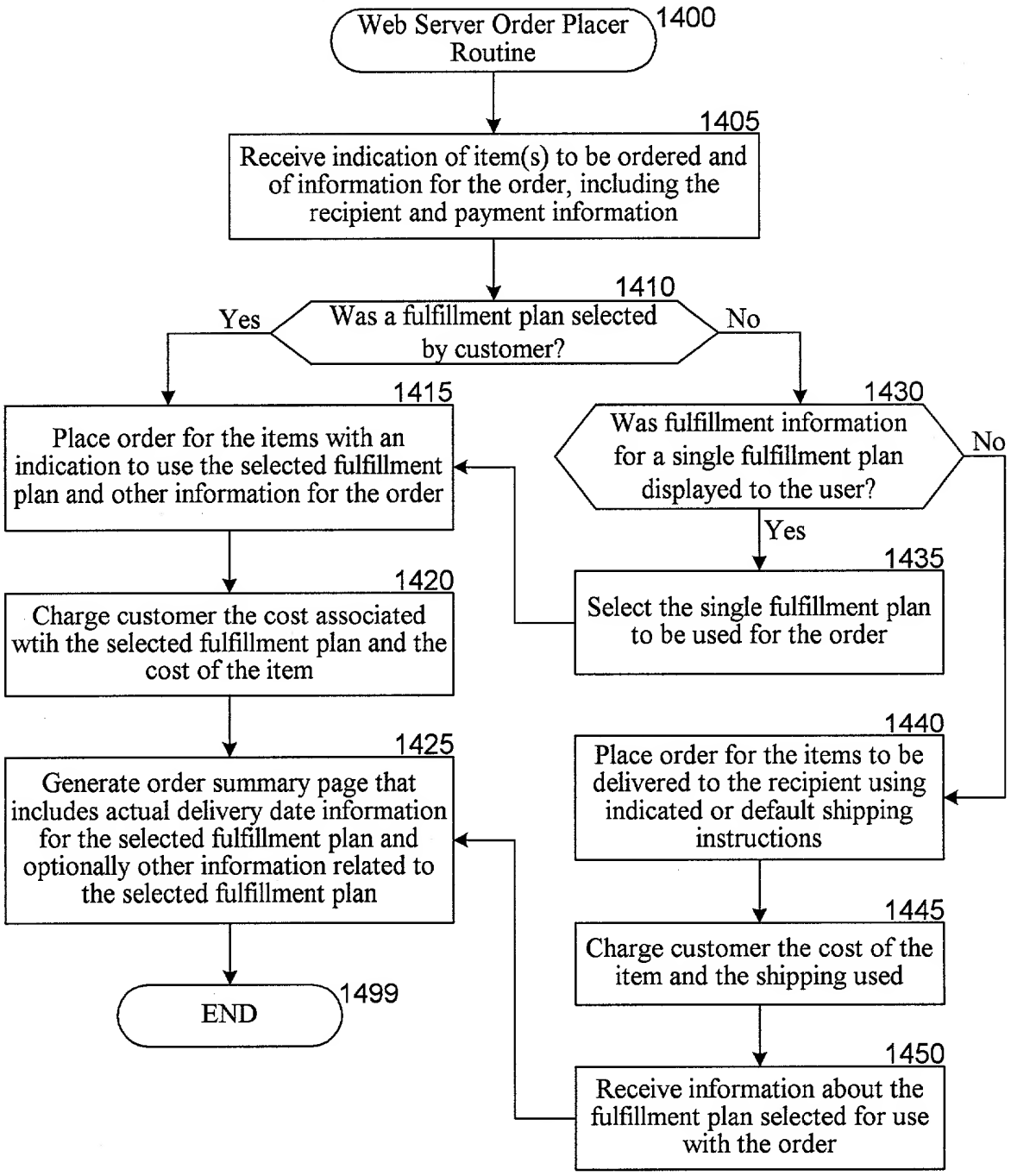

Web Server Order Placer Routine
1400
1405
Receive indication of item(s) to be ordered and of information for the order, including the recipient and payment information
1410
Was a fulfillment plan selected by customer?
Yes
No
1415
Place order for the items with an indication to use the selected fulfillment plan and other information for the order
1420
Charge customer the cost associated wtih the selected fulfillment plan and the cost of the item
1425
Generate order summary page that includes actual delivery date information for the selected fulfillment plan and optionally other information related to the selected fulfillment plan
1499
END
1430
Was fulfillment information for a single fulfillment plan displayed to the user?
No
Yes
1435
Select the single fulfillment plan to be used for the order
1440
Place order for the items to be delivered to the recipient using indicated or default shipping instructions
1445
Charge customer the cost of the item and the shipping used
1450
Receive information about the fulfillment plan selected for use with the order

Fig. 14

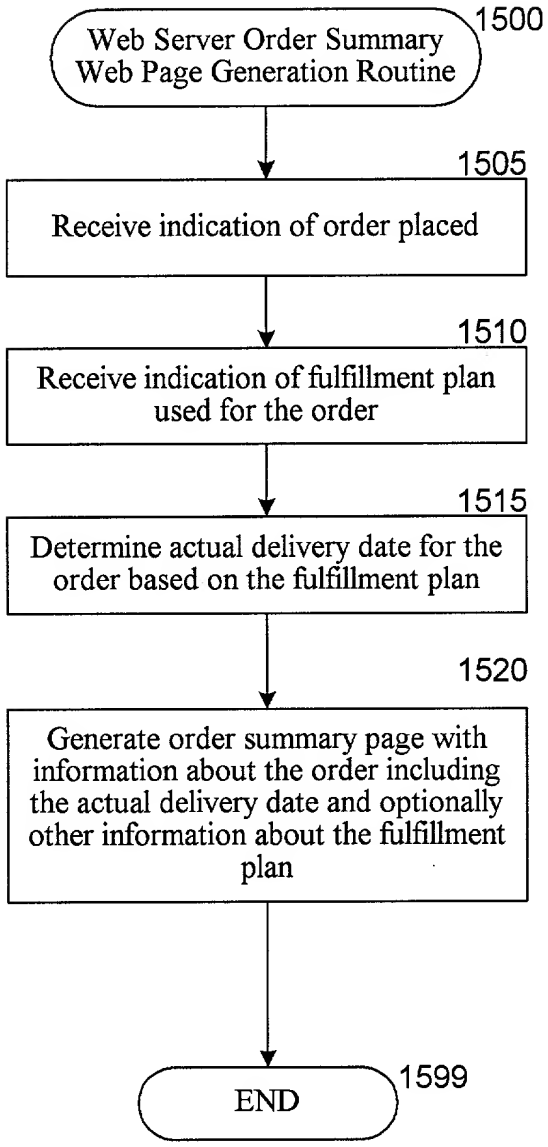

Web Server Order Summary Web Page Generation Routine
1500
1505
Receive indication of order placed
1510
Receive indication of fulfillment plan used for the order
1515
Determine actual delivery date for the order based on the fulfillment plan
1520
Generate order summary page with information about the order including the actual delivery date and optionally other information about the fulfillment plan
END
1599

Fig. 15

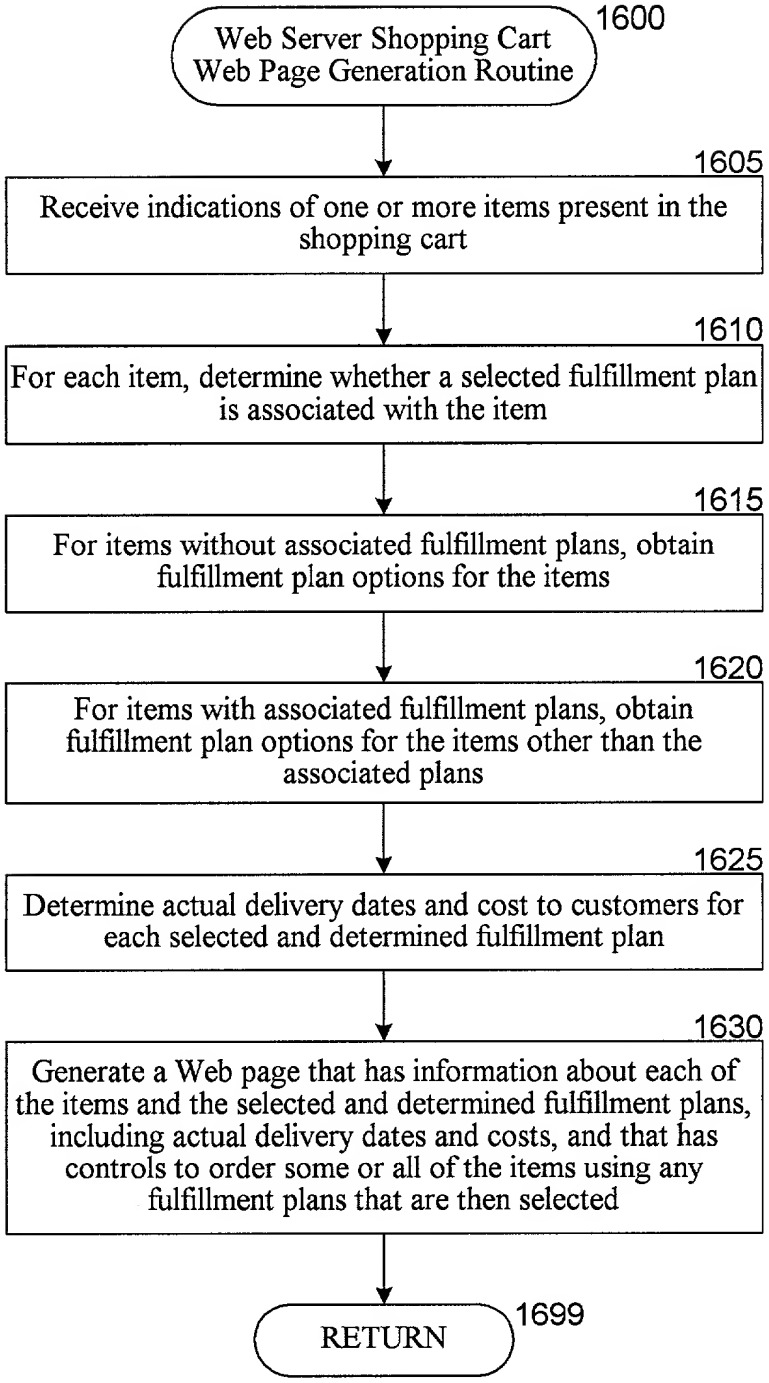

Web Server Shopping Cart Web Page Generation Routine
1600
1605
Receive indications of one or more items present in the shopping cart
1610
For each item, determine whether a selected fulfillment plan is associated with the item
1615
For items without associated fulfillment plans, obtain fulfillment plan options for the items
1620
For items with associated fulfillment plans, obtain fulfillment plan options for the items other than the associated plans
1625
Determine actual delivery dates and cost to customers for each selected and determined fulfillment plan
1630
Generate a Web page that has information about each of the items and the selected and determined fulfillment plans, including actual delivery dates and costs, and that has controls to order some or all of the items using any fulfillment plans that are then selected
RETURN
1699

Fig. 16